

IN THE CLAIMS:

Please amend Claims 61, 63, 64, 66, 67 and 69 as shown below. The claims, as pending in the subject application, read as follows:

1. to 60. (Cancelled)

61. (Currently Amended) A management server comprising:

a storage unit adapted to store a customer database constituted by user information for managing a user, a repair fee calculation table for calculating a repair fee estimate, and a price table for specifying a price of an equipment of the user;

a check unit adapted to check whether the equipment of the user is under warranty by looking up the customer database on the basis of user information received from a user terminal via a network;

a estimation unit adapted to, if it is checked by said check unit that the equipment of the user is not under warranty, calculate the repair fee estimate by looking up the repair fee calculation table on the basis of a failure code received from the user terminal;

a determination unit adapted to specify the price of the equipment of the user by looking up the price table on the basis of the failure code, and to determine whether a ratio of the calculated repair fee estimate to the specified price is a predetermined value or more; and

a transmission unit adapted to,

1) if it is determined by said determination unit that the ratio of the calculated repair fee estimate to the specified price is equal to or more than the predetermined value, transmit to the user terminal via the network window information for displaying the calculated repair fee estimate and new products information, to the user terminal via the network and window information for displaying a type of method for recovering an article to be repaired and a type of method for delivering the repaired article,

2) ~~while~~ if it is determined by said determination unit that the ratio of the calculated repair fee estimate to the specified price is not equal to or more than the predetermined value, transmit to the user terminal via the network window information for displaying the calculated repair fee estimate, to the user terminal via the network and window information for displaying a type of method for recovering an article to be repaired and a type of method for delivering the repaired article,

3) if it is checked by said check unit that the equipment of the user is under warranty, transmit to the user terminal via the network window information for displaying a type of method for recovering an article to be repaired and a type of method for delivering the repaired article, without transmitting window information for displaying the calculated repair fee estimate.

62. (Previously Presented) A management server according to claim 61, wherein said storage unit comprises a part specifying table for specifying parts for a repair target and a delivery date specifying table for specifying a delivery date, and wherein said estimation unit specifies a part required for repair by looking up the part specifying table

on the basis of the received failure code, and specifies delivery data of the specified part by looking up the delivery date specifying table on the basis of the specified part.

63. (Currently Amended) A management server according to claim 61, further comprising, ~~if it is checked by said check unit that the equipment of the user is under warranty~~; a unit adapted to transmit a type of method of for recovering a part for repair to a delivery company terminal if it is checked by said check unit that the equipment of the user is under warranty, ~~which wherein the type of method~~ is designated by a window at the user terminal for designating the type of method of for recovering the part for repair ~~at the user terminal~~.

64. (Currently Amended) An equipment management method executed by a management server storing a customer database constituted by user information for managing a user, a repair fee calculation table for calculating a repair fee estimate, and a price table for specifying a price of an equipment of the user, comprising:

a checking step of checking whether the equipment of the user is under warranty by looking up the customer database on the basis of user information received from a user terminal via a network;

a estimation step of calculating, if it is checked in said checking step that the equipment of the user is not under warranty, the repair fee estimate by looking up the repair fee calculation table on the basis of a failure code received from the user terminal;

a determination step of specifying the price of the equipment of the user by looking up the price table on the basis of the failure code, and determining whether a ratio

of the calculated repair fee estimate to the specified price is a predetermined value or more;
and

a transmission step of,

1) if it is determined in said determination step that the ratio of the
calculated repair fee estimate to the specified price is equal to or more than the
predetermined value, transmitting to the user terminal via the network window information
for displaying the calculated repair fee estimate and new products information, to the user
terminal via the network and window information for displaying a type of method for
recovering an article to be repaired and a type of method for delivering the repaired article,

2) ~~while~~ if it is determined in said determination step that the ratio of the
calculated repair fee estimate to the specified price is not equal to or more than the
predetermined value, transmitting to the user terminal via the network window information
for displaying the calculated repair fee estimate, to the user terminal via the network and
window information for displaying a type of method for recovering an article to be repaired
and a type of method for delivering the repaired article,

3) if it is checked in said checking step that the equipment of the user is
under warranty, transmitting to the user terminal via the network window information for
displaying a type of method for recovering an article to be repaired and a type of method
for delivering the repaired article, without transmitting window information for displaying
the calculated repair fee estimate.

65. (Previously Presented) An equipment management method
according to claim 64, wherein said management server stores a part specifying table for

specifying parts for a repair target and a delivery date specifying table for specifying delivery date, and wherein said estimation step specifies a part required for repair by looking up the part specifying table on the basis of the received failure code, and specifies delivery data of the specified part by looking up the delivery date specifying table on the basis of the specified part.

66. (Currently Amended) An equipment management method according to claim 64, further comprising, ~~if it is checked in said checking step that the equipment of the user is under warranty,~~ a step of transmitting a type of method of for recovering a part for repair to a delivery company terminal if it is checked in said checking step that the equipment of the user is under warranty, which wherein the type of method is designated by a window at the user terminal for designating the type of method of for recovering the part for repair ~~at the user terminal~~.

67. (Currently Amended) A computer-readable storage medium for storing a program executed by a management server storing a customer database constituted by user information for managing a user, a repair fee calculation table for calculating a repair fee estimate, and a price table for specifying price of an equipment of the user, the program causing the management server to execute:

a checking step of checking whether the equipment of the user is under warranty by looking up the customer database on the basis of user information received from a user terminal via a network;

a estimation step of calculating, if it is checked in said checking step that the equipment of the user is not under warranty, the repair fee estimate by looking up the repair fee calculation table on the basis of a failure code received from the user terminal;

a determination step of specifying the price of the equipment of the user by looking up the price table on the basis of the failure code, and determining whether a ratio of the calculated repair fee estimate to the specified price is a predetermined value or more; and

a transmission step of,

1) if it is determined in said determination step that the ratio of the calculated repair fee estimate to the specified price is equal to or more than the predetermined value, transmitting to the user terminal via the network window information for displaying the calculated repair fee estimate and new products information, ~~to the user terminal via the network~~ and window information for displaying a type of method for recovering an article to be repaired and a type of method for delivering the repaired article,

2) ~~while~~ if it is determined in said determination step that the ratio of the calculated repair fee estimate to the specified price is not equal to or more than the predetermined value, transmitting to the user via the network window information for displaying the calculated repair fee estimate, ~~to the user terminal via the network~~ and window information for displaying a type of method for recovering an article to be repaired and a type of method for delivering the repaired article,

3) if it is checked in said checking step that the equipment of the user is under warranty, transmitting to the user via the network window information for displaying a type of method for recovering an article to be repaired and a type of method for

delivering the repaired article, without transmitting window information for displaying the calculated repair fee estimate.

68. (Previously Presented) A storage medium according to claim 67, wherein said management server stores a part specifying table for specifying parts for a repair target and a delivery date specifying table for specifying delivery date, and wherein said estimation step specifies a part required for repair by looking up the part specifying table on the basis of the received failure code, and specifies delivery data of the specified part by looking up the delivery date specifying table on the basis of the specified part.

69. (Currently Amended) A storage medium according to claim 67, wherein if it is checked in said checking step that the equipment of the user is under warranty, the program causes the management server to execute a step of transmitting a type of method of for recovering a part for repair to a delivery company terminal, ~~which~~ wherein the type of method is designated by a window at the user terminal for designating the type of method of for recovering the part for repair ~~at the user terminal~~.